

# NORTH VIEW Housing Association

*North View is a registered Scottish charity – charity registration number SC032963*

**Minutes of the Management Committee Meeting held via Zoom at 6.15pm on  
Wednesday 27<sup>th</sup> April 2022**

- |            |   |   |
|------------|---|---|
| <b>1.0</b> | <b>Present</b><br>Iris Robertson<br>Alex Bruce<br>Josephine Deacon<br>Audrey Laird<br>Ken Robertson | In Attendance:-<br>Alison Main (Director)<br>Julie Roy (Corporate Services Officer)<br>Fettes McDonald (FMD Financial Services) |
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**2.0 Apologies**

- 2.1 Apologies were received from Geraldine Baird, Christine Devine, Jim Dougherty, William Hamilton and Wilma McCubbin.

**3.0 Declaration of Interest**

- 3.1 It was noted that Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council; and that Iris Robertson is a member of Castlemilk Community Council, and a member of the Management Committee of the Birgidale Complex.

**4.0 Minutes of Management Committee Meeting of 23<sup>rd</sup> March 2022**

- 4.1 Iris Robertson proposed the Minutes of the Management Committee Meeting on 23<sup>rd</sup> March 2022 to be a true record of the meeting. This motion was seconded by Ken Robertson and the Minutes were unanimously approved by the Management Committee.

**5.0 Matters Arising from Minutes of Management Committee Meeting of 23<sup>rd</sup> March 2022**

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|-----|---|------------|
| 5.1 | Re item 5.1; the Director advised that there is still no further update in relation to the case at present. The Management Committee will be kept appraised of matters. | <b>Dir</b> |
| 5.2 | Re item 5.2; draft versions of updated job descriptions will be presented to all staff members in due course.   | <b>Dir</b> |
| 5.3 | Re item 5.3; the Director will oversee the development of a Scheme of Delegation Policy to comply with the new 'Notifiable Events' requirements.                        | <b>Dir</b> |
| 5.4 | Re item 5.4; a 'value for money' assessment of the tradesteam will be progressed.   | <b>Dir</b> |

**Action**

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|---|---------------|
| 5.5 Re item 5.5; the Scottish Federation of Housing Association's 'OnBoard' scheme will be discussed further with the Management Committee in due course.   | <b>Dir</b>    |
| 5.6 Re item 5.6; the Director noted that the Management Committee has agreed a one year objective to develop a Wider Role Strategy by 31 <sup>st</sup> March 2023 and the Association's future Wider Role activities will be considered as part of that.  |               |
| 5.7 Re item 5.7; training for staff on the content of our Vulnerable Adult and Child Protection Policy has still to be arranged and will be incorporated into the training and development plan for staff which the Director is developing. This will be discussed at the next meeting of the Management Committee on 25 <sup>th</sup> May 2022.  | <b>Dir</b>    |
| 5.8 Re item 5.8; the Director informed the Committee that she met with Lorna Shaw of Research Resource on 27 <sup>th</sup> April 2022 to commence arrangements for the biennial Resident Satisfaction Survey. An up to date picture in relation to repair satisfaction levels (associated with the biennial survey) will be available. The survey report will identify any issues and these can be reviewed at that point. It was noted that satisfaction levels associated with the monthly repair surveys (as reported in the performance pro forma) continue to be high. | <b>Dir</b>    |
| 5.9 Re item 5.9; the 'Disaster Recovery Plan' will be included in the Association's Policy Review Schedule and the review will address the comments made by the Internal Auditor.   | <b>Dir</b>    |
| 5.10 Re item 5.10; the Director informed the Management Committee that, due to workload, the Maintenance Manager has still been unable to progress the installation of the Closed-Circuit Television Cameras (CCTV) in an effort to combat fly-tipping. The Director informed the Committee that the Maintenance Manager has advised that they should be installed by the end of June 2022. The Committee will be kept informed of developments.  | <b>MM</b>     |
| 5.11 Re item 5.11; work has still to be progressed in relation to proposals for a document management exercise for the Association's files and it was reiterated that this will be a long-term exercise.  | <b>MM/Dir</b> |
| 5.12 Re item 5.14; the Director informed the Committee that she had sent an email to Management Committee members including proposed dates for the first meeting of the 'media group'. She requested that interested Management Committee members respond to confirm which dates are suitable.  | <b>MC/Dir</b> |
| 5.13 Re item 5.15; the Director informed the Management Committee that she would look into a 'rota' system whereby Committee members would alternate between attending meetings via Zoom and 'in person'. The Committee responded positively.   | <b>Dir</b>    |

A member of the Management Committee noted that the next meeting of the Maintenance Sub-Committee would be held 'in person'.

5.14 Re item 5.18; the Director informed the Committee that the new flat entrance doors were delivered on 1 <sup>st</sup> April 2022 with the installation instruction manual. She stated that three test installations were completed on 4 <sup>th</sup> and 5 <sup>th</sup> April 2022 at Arden Craig Road.	
Ongoing progress will be reported at future meetings of the Maintenance Sub-Committee, the next one of which being on 18 <sup>th</sup> May 2022	<b>MM</b>
5.15 Re item 5.23; information on qualifying repairs will be reported at the next meeting of the Maintenance Sub-Committee on 18 <sup>th</sup> May 2022.	<b>MM</b>
5.16 Re item 5.24; the Director confirmed that the Management Committee training session on equalities would take place on Friday 13 <sup>th</sup> May 2022 at 1.30pm.	<b>MC</b>
5.17 Re item 5.36; the Director informed the Management Committee that the Maintenance Manager continues with the implementation of the Landlord Safety Manual (LSM). The Management Committee will be updated on progress at the next meeting of the Maintenance Sub-Committee on 18 <sup>th</sup> May 2022.	<b>MM</b>
5.18 Re item 5.43; an update on the Equal Opportunities Policy will be provided under Agenda Item 18.0.	
5.19 Re item 5.44; the Director informed the Committee the van has been purchased for the joiner.	
5.20 Re item 5.48; the Director confirmed that the stock valuation information has now been received from <b>[COMMERCIALLY SENSITIVE INFORMATION REDACTED]</b> The Management Committee will be kept updated on matters.	<b>Dir</b>
5.21 Re item 7.2; the Director informed the Management Committee that the Policy Bank has been updated.	
5.22 Re item 7.3; the Director informed the Management Committee that refresher training on Notifiable Events would be incorporated into the Management Committee training programme.	<b>Dir</b>
5.23 Re item 9.3; the Director informed the Management Committee that the approved recommendations set out in the 'COVID-19 Update Report – March 2022' have been implemented.	
5.24 Re item 10.3; the Director advised the Management Committee that the decision to write off £22,214.00 of former tenant arrears has been implemented.	
5.25 Re item 11.5; the Director informed the Management Committee that the approved recommendations set out in the 'Windlaw Lodge Close Floor Covering Report – March 2022' (together with the appended letter from MacRoberts LLP) have been implemented.	

- 5.26 Re item 12.2; the Director advised that the approved Annual Budget 2022/23 has been adopted.
- 5.27 Re item 12.4; the Director informed the Management Committee that the Policy Bank has been updated and FMD Financial Services has forwarded a copy of the Financial Regulations to Chiene + Tait.
- 5.28 Re item 12.7; the Director confirmed that the Policy Bank had been updated and FMD Financial Services has forwarded a copy of the Financial Procedures to Chiene + Tait.
- 5.29 Re item 13.1; an update on the recent Internal Audit will be discussed under Agenda Item 14.0.
- 5.30 Re item 13.2; a date for the Factoring Internal Audit and Participation Internal Audit has to be arranged.
- 5.31 Re item 13.3; the Director confirmed that matters are to be progressed in relation to procurement of Internal Audit services.
- 5.32 Re item 15.2; the Director informed the Management Committee that the Policy Bank has been updated.
- 5.33 Re item 16.1; the Director informed the Management Committee the Policy Bank has been updated.
- 5.34 Re item 16.2; the Director informed the Management Committee that the Policy Bank had been updated.
- 5.35 Re item 16.6; the Director advised that matters are ongoing in relation to the Governance Review. It was noted that the Scottish Housing Regulator has provided some information to assist in this.
- 5.36 Re item 18.2; the Director informed the Committee that the Maintenance Manager rectified the bulk item collection issue at Stravanan Terrace (backing on to Birgidale Road).

Dir

Dir

Dir

## **6.0 Minutes of the Strategy Afternoon held on 8<sup>th</sup> April 2022**

- 6.1 Audrey Laird proposed the Minutes of the Strategy Afternoon Meeting on 8<sup>th</sup> April 2022 to be a true record of the meeting. This motion was seconded by Josephine Deacon and the Minutes were unanimously approved by the Management Committee.

## **7.0 Matters Arising from Minutes of the Strategy Afternoon held on 8<sup>th</sup> April 2022**

- 7.1 Re item 5.7; the Director advised that the Housing Manager will provide further analysis of housing refusal trends to the Housing Management Sub-Committee.

- 7.2 Re item 5.8; the Director confirmed that the Annual Lettings Plan for 2022/2023 is being implemented and progress will be reported to the Housing Management Sub-Committee.
- 7.3 Re item 6.3; a draft target for Factoring will be discussed under Agenda Item 17.0.
- 7.4 Re item 6.5; the Director informed the Management Committee that the Maintenance Manager will provide information in relation to satisfaction with major repair works and analysis of 'right first time' performance to the Maintenance Sub-Committee going forward.
- 7.5 Re item 6.6; the Director advised that the agreed KPTs and objectives for 2022/2023 have been incorporated into the framework for the monthly Performance Proforma.
- 7.6 Re item 8.6; Insurance procurement proposals will be discussed under Agenda Item 19.0.
- 7.7 Re item 9.6; the Director informed the Committee that the Chairperson had signed Employer's Ballot Paper and this had been submitted via email to Employers in Voluntary Housing on 17<sup>th</sup> April 2022.
- 7.8 Re item 10.2; the Corporate Services Officer informed the Management Committee that she had commenced the updating the policies on the website; and the Management Committee would be kept informed of ongoing progress. **Dir**
- 7.9 Re item 10.3; the Director explained she would contact a photographer to visit the area in the Summer to update the Association's 'photo bank'. This means that updated photographs will be available for newsletters and the website. **Dir**
- 7.10 Re item 10.6; the Director informed the Committee that the partial validation of the Annual Return on the Charter (ARC) will be discussed and the ARC presented for approval at the meeting of the Management Committee on 25<sup>th</sup> May 2022. **Dir**
- 7.11 Re item 10.7; the Director informed the Committee that she would continue to look at whether the Management Committee could visit the office and inspect the data themselves, data protection permitting. **Dir**

## **8.0 Five Year Financial Projections**

- 8.1 The paper 'Scottish Housing Regulator (SHR) – Five Year Budgets – Submission' (April 2022) and the appended draft 'Five Year Financial Projections (FYFP) 2021-2022' Return were circulated to the Management Committee prior to the meeting.

- 8.2 The content was discussed and the main assumptions explained by Fettes McDonald. It was recommended that revised wording be added to the 'comments' for the submission, including for the 'estimated decarbonisation cost' section to reflect that SAP ratings under review by UK and Scottish Governments and our advice is to wait until the results of this work are available.
- 8.3 It was proposed by Josephine Deacon that the Five-Year Financial Projections (FYFP) 2021-2022, as discussed, be submitted to the SHR by end of May 2022. The motion was seconded by Alex Bruce and unanimously approved by the Management Committee.
- 8.4 Fettes McDonald will arrange to submit the FYFP to the SHR by 31<sup>st</sup> May 2022.

FMD

## 9.0 Correspondence

### ***Equipment and Adaptation Guidance Consultation – via email 30/03/2022***

- 9.1 The Director informed the Committee that this Scottish Government guidance consultation paper had been received from Glasgow City Council and she has circulated this to the Management Committee.

The purpose of the guidance is to provide guidance to Registered Social Landlords on the provision of equipment and home adaptations to aid daily living.

The Director noted that responses to the consultation paper are to be submitted by 13<sup>th</sup> May 2022.

### ***Scottish Housing Regulator's (SHR) updated factsheets on complaints and Significant Performance Failures – via email 20/04/2022***

- 9.2 The Director explained that the SHR had published updated factsheets on complaints and Significant Performance Failures.

The Director informed the Management Committee that the Association will ensure that it displays the updated 'Significant Performance Failures: information for tenants of social landlords' factsheet in the reception area and on its website. It will also be published in the Summer 2022 newsletter.

Dir

The Director added that the SHR also informed all RSLs that they will no longer be requiring COVID-19 returns, as of 29 April 2022.

### ***Employers in Voluntary Housing Pay Deal – via email 20/04/2022 [COMMERCIALY SENSITIVE INFORMATION REDACTED]***

### ***Employers in Voluntary Housing (EVH) Brief Monthly Report – April 2022 – via email 20/04/2022***

- 9.4 A copy of EVH's Brief Monthly Report was circulated to the Management Committee on 26<sup>th</sup> April 2022.

### ***The Castlemilk Pantry***

- 9.5 The Director informed the Committee that she had received a report from Ardenglen Housing Association, outlining performance of the Castlemilk Pantry between 1<sup>st</sup> January 2022 and 31<sup>st</sup> March 2022 as undernoted:
- 95 of the members are North View's tenants;
  - there was a total of 2093 individual shops;
  - there were 26 volunteers, volunteering for a total of 650 hours;
  - 41.188 tonnes of food were received from Fareshare;
  - there was 98,068 meal portions with a value of £147,102; and
  - 39 tonnes of CO2 emissions were saved.

### ***Applications for Membership***

- 9.6 An application for membership of the Association was received from **[PERSONAL DATA REDACTED]**

The application was approved by Alex Bruce. The motion was seconded by Ken Robertson and unanimously approved by the Management Committee. The Director will oversee the issue of the Share Certificate and Rules to **[PERSONAL DATA REDACTED]**

Dir

- 9.7 An application for Membership of the Association was received from **[PERSONAL DATA REDACTED]**

The application was approved by Iris Robertson. The motion was seconded by Audrey Laird and unanimously approved by the Committee. The Director will oversee the issue of the Share certificate and Rules to **[PERSONAL DATA REDACTED]**

Dir

## **10.0 Notifiable Events**

- 10.1 The Director explained that the Notifiable Event in relation to Factoring will be discussed under Agenda Item 17.0. It was noted that no further Notifiable Events have been submitted to the Scottish Housing Regulator.

## **11.0 Reports from Sub-Committees**

- 11.1 The paper 'Reports from Sub-Committees – April 2022' was circulated to the Management Committee in advance of the meeting and its content was noted.

## **12.0 Coronavirus**

- 12.1 The Director provided a verbal update on this Agenda Item.
- 12.2 The Director informed the Management Committee that senior staff are gradually increasing the number of staff in the office and staff are being asked to wear a face covering whilst moving around the common areas of the office.

## **13.0 Development Report**

- 13.1 The paper 'Windlaw Lodge Project: Monthly Report (as at 21/04/2022) – April 2022' was circulated to the Management Committee prior to the meeting.
- 13.2 The Director informed the Committee that a further three properties were handed over today.
- 13.3 The Director advised that it is expected that the common close floor finish will be completed by 6<sup>th</sup> May 2022.

#### **14.0 Internal Audit**

- 14.1 The Director informed the Management Committee that the 'Gas Safety'; 'Repairs and Maintenance' and 'Quality of Housing' Internal Audits were undertaken during commencing 18<sup>th</sup> April 2022. The associated reports are awaited and will be circulated to the Management Committee in due course.

**Dir**

#### **15.0 Health & Safety**

- 15.1 There were no matters to discuss under this Agenda Item.

#### **16.0 Performance Management**

##### ***Procurement Policy***

- 16.1 The draft paper 'Procurement Policy' was circulated to the Management Committee prior to the meeting. The content was noted by the Management Committee.
- 16.2 The Director explained that Tom Atkinson of Atkinson Partnerships had been involved in reviewing the current Policy. Omissions to the existing Policy were highlighted in red and additions were highlighted in green.

She stated that most of the changes made were to reflect Brexit, updating thresholds and specifying costs excluding VAT.

She added that the Policy will be generally be reviewed every two years. It was, however, noted that the next update to the thresholds is due on 1<sup>st</sup> January 2024 and the Policy will be reviewed accordingly at that point.

- 16.3 Following consideration, adoption of the draft Procurement Policy was proposed by Josephine Deacon. The motion as seconded by Ken Robertson and unanimously approved by the Committee.

The Director will arrange for the Policy Bank to be updated.

**Dir**

##### ***Engagement Plan***

- 16.4 The Association's Engagement Plan published by the Scottish Housing Regulator on 31<sup>st</sup> March 2022 was circulated to the Management Committee prior to the meeting.



- 16.5 The Director informed the Management Committee that the Association is 'Compliant'. It was, however, noted that the Engagement Plan sets out that the SHR is engaging with the Association about its governance following identification of its weaknesses in the management of the factoring service and the handling of the Notifiable Event.
- 16.6 The Director explained that, as set out in the Engagement Plan, the Association will provide monthly updates on progress with the Factoring Action Plan and the independent review of governance arrangements and compliance with the Regulatory Standards.

## 17.0 Factoring

### ***Factoring Key Performance Target 2022/2023***

- 17.1 The paper 'Factoring Service – April 2022' and the appended 'Action Plan – Factoring Service (April 2022)' was circulated to the Management Committee prior to the meeting. The content of the report was noted by the Management Committee.
- 17.2 The Director advised that a draft Key Performance Target for Factoring (as part of the framework for 2022/2023) has been prepared for Management Committee's consideration and is set out in Section 3.1 of the paper.

She noted that progress against this target would be monitored and reported as part of the monthly Performance Proforma and could be subject to review at a later date if necessary.

After discussion, it was proposed by Iris Robertson that this Key Performance Target be adopted as part of the monthly reporting framework. This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.

The Director will implement the Management Committee's decision.

Dir

### ***Governance Review***

- 17.3 The Director stated that she is will commence preparations for the governance review and the Management Committee will be kept informed and involved.

Dir

### ***Scottish Housing Regulator (SHR)***

- 17.4 The Director highlighted that, as set out in the report, monthly update information was submitted to the SHR on 1<sup>st</sup> April 2022. Further information was also submitted on 14<sup>th</sup> April 2022.

### ***Written Statement of Services (WSS)***

- 17.5 The Director informed the Committee that she is awaiting a progress update from the solicitors in relation to the review of the WSS.

She observed that the WSS was due to be issued to owners by the end of April 2022. This will, however, now not be achievable due to this delay.

The Director will keep the Management Committee informed of matters.

Dir

## 18.0 Equalities

- 18.1 The Director informed the Committee that updated guidance on collecting equalities data ('Collecting equality information: National guidance for Scottish social landlords'), which had been awaited to inform the Association's equalities approach, was published this month.
- 18.2 The Director informed the Committee that she will contact SE Training for an update on progress with the review of the Equal Opportunities Policy. **Dir**
- 18.3 She added that a further meeting of the Working Group will be required to consider data collection approaches following the release of the updated guidance (i.e. whether data will be linked to individual persons or whether it will be anonymous) and to make a recommendation on this to the Management Committee. **Dir**

## 19.0 Insurance

- 19.1 The report 'Insurance Procurement Proposals – April 2022' was circulated to the Management Committee prior to the meeting.
- 19.2 The Director informed the Management Committee that an email has also been received from the independent insurance broker and risk expert, Maureen Batten, on 27<sup>th</sup> April 2022 just prior to the meeting.

She explained that there had not been sufficient time to circulate a copy to the Management Committee. The proposal was, however, screen shared, discussed with the Committee and questions were invited.

She added that if any Management Committee members would like the detailed proposal to be posted or emailed, she would arrange for this to be done.

- 19.3 After consideration, Audrey Laird proposed the following recommendations set out in section 4.2 of the paper:
- the appointment of Maureen Batten to facilitate the procurement exercise for insurance services as set out above; and
  - continued discussions with Zurich to extend the current Policy to 31<sup>st</sup> March 2023.

This motion was seconded by Alex Bruce and unanimously approved by the Management Committee.

The Maintenance Manager will implement the decision and the Management Committee will be kept apprised of progress. **MM**

**20.0 Any Other Competent Business**

***Receptionist post***

20.1 The Director informed the Committee that a conditional offer of employment has been made to a candidate following interviews on 22<sup>nd</sup> April 2022. This is subject to receipt of satisfactory references.

The Management Committee will be kept informed of the outcome.

**Dir**

***Offer of Tenancy***

20.2 The Director screen shared the paper 'Offer of Tenancy' which detailed that a proposed offer of a **[PERSONAL DATA REDACTED]**

It was proposed by **[PERSONAL DATA REDACTED]** that an offer of joint tenancy be made to the applicants. The motion was seconded by **[PERSONAL DATA REDACTED]** and unanimously approved by the Committee.

20.3 The Housing Manager will oversee the Management Committee's decision.

**HM**

***Committee & Staff Event***

20.4 The Director informed the Management Committee that there was interest from both staff and Committee members for a joint event.

The Director stated that this could, pending approval, be organised for late Summer/start of Autumn.

Josephine Deacon proposed that possible arrangements be explored. The proposal was seconded by Audrey Laird and unanimously approved by the Committee.

**CSO**

**21.0 Date and time of next Meeting**

21.1 The next meeting of the Management Committee will take place on Wednesday 25<sup>th</sup> May 2022 at 6.15pm via Zoom.

22.2 The meeting ended at 7.30pm.

Signed (Chairperson)

Date